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# Business Objects Password Instructions

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## YOU KNOW YOUR SECRET QUESTION AND ANSWER

1. Go to <https://www.ext.dhs.ca.gov/passadmin>
  - a. Select your secret question from the drop down list.
  - b. Answer your secret question.
2. You will receive an email with your temporary password from [dbareq@dhs.ca.gov](mailto:dbareq@dhs.ca.gov). This will come as a secure email. If you are unable to open please contact the Help Desk at 916-327-2378.
  - a. Go to <https://www.ext.dhs.ca.gov/iisadmpwd>.
  - b. Enter your user id and then copy and paste the temporary password received in the email.
  - c. Enter your user name.
  - d. Enter your Temporary Password in the OLD password field (the temporary password is the one you received in the email).
  - e. Enter new password and confirm it. Your new password must be at least 8 characters. One of those characters must be a number.
3. Go to The Business Objects Website:  
<https://portal.dhcs.ca.gov/businessobjects/enterprise115/InfoView/logon.aspx>
4. The password will expire every 60 days whether or not you log in. Remember to change your password using one of the following steps:
  - a. Change your Business Objects password when another system reminds you to change your password. Example: CMS Net Access Codes expire every 60 days, so change your Business Objects password at the same time you change your Access Code.
  - b. Create a calendar reminder to change your password before the 60 days is up.

## YOU DO NOT KNOW YOUR SECRET QUESTION AND ANSWER

1. Call the CMS Net Help Desk at 916-327-2378.
  - a. Tell the help desk you need your Business Objects password reset. Give the help desk your User ID if you know it.
2. You will receive an email with your temporary password from [dbareq@dhs.ca.gov](mailto:dbareq@dhs.ca.gov). This will come as a secure email. If you are unable to open please contact the Help Desk at 916-327-2378.
3. Go to <https://www.ext.dhs.ca.gov/iisadmpwd>.
  - a. Enter your user id and then copy and paste the temporary password received in the email.
  - b. Enter your user name.
  - c. Enter your Temporary Password in the OLD password field (the temporary password is the one you received in the email).
  - d. Enter new password and confirm it. Your new password must be at least 8 characters. One of those characters must be a number.
4. Go to <https://www.ext.dhs.ca.gov/useradmin> and set your secret question and answer.
  - a. Type in your user name and password and click the “OK” button.
  - b. Click the “Edit” button.
  - c. Choose a secret question from the drop down menu.
  - d. Type in your secret answer. This answer is case sensitive!
  - e. Click the “Update” button to save your secret question and answer.
5. Go to The Business Objects Website:  
<https://portal.dhcs.ca.gov/businessobjects/enterprise115/InfoView/logon.aspx>
6. The password will expire every 60 days whether or not you log in. Remember to change your password using one of the following steps:
  - a. Change your Business Objects password when another system reminds you to change your password. Example: CMS Net Access Codes expire every 60 days, so change your Business Objects password at the same time you change your Access Code.

- b. Create a calendar reminder to change your password before the 60 days is up.

## CHANGING YOUR PASSWORD BEFORE IT EXPIRES

1. Go to <https://www.ext.dhs.ca.gov/iisadmpwd>.
  - a. Enter your user id and password.
  - b. Enter your user name.
  - c. Enter your current password in the OLD password field.
  - d. Enter new password and confirm it. Your new password must be at least 8 characters. One of those characters must be a number.
2. Go to The Business Objects Website:  
<https://portal.dhcs.ca.gov/businessobjects/enterprise115/InfoView/logon.aspx>

## SET/CHANGE YOUR SECRET QUESTION AND ANSWER

1. Go to <https://www.ext.dhs.ca.gov/useradmin>
  - a. Type in your user name and password and click the “OK” button.
  - b. Click the “Edit” button.
  - c. Choose a secret question from the drop down menu.
  - d. Type in your secret answer. This answer is case sensitive!
  - e. Click the “Update” button to save your secret question and answer.